

GO Transit President's Board Update

February 2013

February 14, 2013

Gary McNeil
President, GO Transit



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METROLINX

Year in Review 2012

- **Performance**

GO's on-time performance for the year is 94-95%, reflecting GO's continued efforts to maintain a high level of customer service.

- **GO Train Service Guarantee**

Effective November 15, passengers whose trains are more than 15 minutes delayed now eligible to receive a credit for their delayed trip.

- **Union Station Revitalization**

The Canadian Architect Award of Excellence has been awarded to Zeidler Partnership Architects for the design of the new GO Union Station train shed.



Year in Review 2012

- **Georgetown South Project**
 - Over 90% of construction is in full swing; project is on-time and on-budget to meet 2015 needs.
 - Almost all of the required utility relocations are complete, and major excavation is occurring to lower the tracks for the Weston Tunnel, West Toronto Diamond Grade Separation, and the Strachan Avenue crossing.



Year in Review 2012 – by the numbers

	January 2012	Today
Train service		
Stations	61	63
Weekday train trips	187	195
Bi-level passenger coaches	520	560
Bus service		
Weekday trips	2,217	2,333
Single-level buses	394	414
Route kilometres	2,751	2,765
Parking		
Parking spaces	60,150	62,970
Parking structures	4	6
Park and Ride lot spaces	2,759	3,342
Ridership	62 million	65 million

Year in Review 2012

- **Improvements and service additions**

GO continues to work hard to improve and to meet ridership demand and enhance customer experience:

- New Allandale Waterfront GO Station – January 2012
- New parking garage and Highway 401 pedestrian bridge at Pickering GO Station – January 2012
- Pilot GO Train weekend service to Barrie in the summer of 2012
- New bus route between Keswick and North York – September 2012
- New parking garage at Oakville GO Station – October 2012
- Switch replacement program throughout the Union Station Rail Corridor completed – December 2012
- New bus maintenance facility in Oshawa – December 2012

- **Special events**

GO provided extra service for the Niagara Falls Tightrope Walk, Hamilton Supercrawl, the Grey Cup and an NFL Buffalo Bills Game.



Year in Review 2012

- **Phase-out of GO legacy fare media**

Following the successful introduction of PRESTO and its widespread adoption by GO's customers, 2- and 10-ride tickets were retired at the end of July and monthly passes were retired at the end of December. Approximately 80% of GO riders use PRESTO (December 2012).

- **GO eSignage**

GO eSignage was deployed in 2012 to all GO Train stations. The system provides real time departure information that is unique to each station. When a train delay is greater than 10 minutes the reason for the delay is posted with the train trip information.

- **2012 Metrolinx / GO Transit United Way campaign**

The campaign has raised **\$285,000**, making Metrolinx the second highest Provincial contributor (LCBO was first). We increased the funds 30% from 2011.



Highlights

- In December, **GO Tracker**, a web tool providing real-time GO train departure information, was made available to our customers

Port Credit GO				
Destination	Scheduled	Stopping at	Track	Expected
Eastbound to Union				
Union Station	10:13	Mimico GO - Exhibition GO -	2	On Time
Union Station	10:43	Mimico GO - Exhibition GO -	2	On Time
Union Station	11:43	Mimico GO - Exhibition GO -	2	On Time
Union Station	12:43	Mimico GO - Exhibition GO -	2	On Time
Union Station	13:43	Mimico GO - Exhibition GO -	3	On Time
Westbound towards Hamilton				
Aldershot GO	10:08	Oakville GO - Bronte GO -	1	10:14
Aldershot GO	11:08	Oakville GO - Bronte GO -	1	On Time
Aldershot GO	12:08	Oakville GO - Bronte GO -	1	On Time
Aldershot GO	13:08	Oakville GO - Bronte GO -	1	On Time



Service Additions

We continue to add service across our system to meet growing demand and the changing travel needs of our passengers.

- New **earlier homebound train trips** in the afternoon were added to the Stouffville and Richmond Hill lines in September 2012
- **Three more train trips** were added to the Lakeshore West line and eight trains, that previously started or ended in Burlington, were extended to **Aldershot**
- To meet increasing ridership demand, **52 more bus trips** were added across the system. A **new bus terminal** at the Sportsworld Park & Ride in Kitchener was also added. GO shares the new bus terminal with Greyhound
- More GO Trains have been extended to **12 coaches**, providing more seats for customers and a more comfortable ride

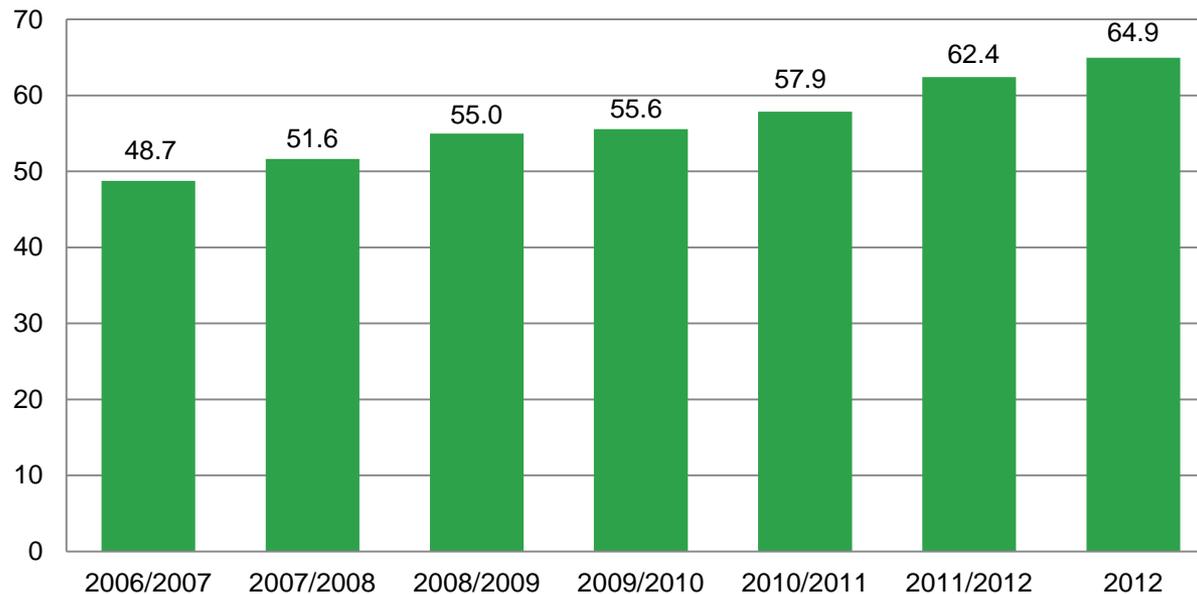


Ridership Trends

Total GO system ridership for the 2012 calendar year is 65 million, an increase of 6% from the year before.

(Note: 4% increase on chart is April 2012 – December 2012)

Millions of riders



Passenger Charter

Report Card

On time

We will run more than 92% of rush hour trains within five minutes of the scheduled time.

December 2012

92%

94%



We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.

1%

0.9%



Safety

We will increase year over year, the percent of customers who are satisfied with GO Transit's safety as measured by our customer satisfaction survey.

80%

81%



Keeping you in the know

We will increase year over year, the percent of customers who are satisfied with GO Transit's communication as measured by our communication survey.

77%

74%

Not yet met

Comfortable experience

We will strive to have seats available for every passenger on 80% of rush hour train trips.

80%

60%

Not yet met

We will increase year over year, the percent of customers who are satisfied with the cleanliness of GO Transit managed stations as measured by our customer satisfaction survey.

82%

80%

Not yet met

Helpfulness

We will reduce the average time to address customer concerns to within 2 days.

2 days

2.5 days

Not yet met

We will answer 80% of telephone calls within 20 seconds or less.

80%

87%



Our target

Our performance this year



How are we improving?

Quiet Zone

- Passengers asked for a quiet area on the trains, and we listened
- The Quiet Zone pilot officially launched on February 11, 2013 on the Barrie line, and will be in effect for the next three months
- The Quiet Zone is in effect on 8 of the 10 weekday train trips
- The upper level of all rail cars (on applicable trains) are designated and branded as the Quiet Zone
- In the Quiet Zone: passengers are encouraged to be as quiet as possible and enjoy the silence, electronics (including cell phones) are muted, and headphone volume is so low others cannot hear it
- This is a 'passenger/peer-enforced' program

gotransit.com/quietzone



How are we improving?

- On January 7 we celebrated the opening of the new Acton station and the return of GO Train service to the community after almost 20 years

